

**Comment by ZIB-WiSo/University of Cologne:** students who plan to apply for the internship, pls. contact the ZIB WiSo at [wiso-erasmus@uni-koeln.de](mailto:wiso-erasmus@uni-koeln.de) so that an ERASMUS-confirmation can be issued. We recommend including the ERASMUS confirmation in the application documents for Newcastle University.

## Work Placement Opportunities

Newcastle University has 2 work placement opportunities available in its Corporate Affairs Directorate (1 x in International Relations and 1 x in Engagement). The placements are designed for a student who requires a placement in the United Kingdom as part of their degree programme and who would be supported by the Erasmus Programme. The placements would be of particular use to those students who intend to seek a career in the following areas: Higher Education Administration/Student Support; Marketing & Recruitment; Event Organisation & Management; International Marketing & Business

**Title:** International Student Assistant (Work Placement)

**Length:** 6 months (a 12 month placement may be considered for an exceptional applicant if requested)

**Finance:** Students should ensure they can receive Erasmus funding from their home institution.

**Support:** Free en-suite accommodation will be provided in one of the University's Student Flats.\* A cash alternative is not available.

**Scope:** Please see Work Placement Description

**Eligibility:** Applicants for the work placement must meet the following requirements:

- Be a current Undergraduate or Postgraduate student (Undergraduate students must have completed a minimum 2 years of higher education)
- Have high level of fluency in written and spoken English
- Undertake placement as part of the Erasmus Programme
- Have experience of an office or customer service environment
- Be a national of an EU or EEA country

**Application:** Applicants must submit:

- Curriculum Vitae
- 800 word personal statement detailing why they believe they are suitable for the placement and its purpose within their studies and for their future career plans
- Recent academic transcripts
- Proof of English Language ability
- Names and contact details of two referees
- Completion of Statements of Disclosure
- Shortlisted applicants must be willing to undertake a telephone/video conference interview

**Application Deadline:** Friday 13<sup>th</sup> January

**Placement Start Date:** 1<sup>st</sup> of March (negotiable)

\*The accommodation will be an en suite study bedroom situated in a self-catered flat shared with other students. Applications should be submitted to:

Thomas Snell  
International Relations

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Newcastle University  
King's Gate  
Newcastle upon Tyne  
NE1 7RU  
UK

**Job Title**

Engagement and International Relations Intern

**Academic / Service Unit**

Corporate Affairs Directorate

**Effective Date**

1<sup>st</sup> September 2016 – 31<sup>st</sup> August 2017

**Faculty / Central Services**

Central Services

## Main Purpose

The placement is designed for a student who requires a placement as part of their degree programme and who would be supported by the Erasmus Programme. The placement would be of particular use to those students who intend to seek a career in the following areas: International Relations; International Partnerships; Higher Education Administration; Public Relations & Engagement; Event Organisation & Management; International Marketing & Business; Corporate Affairs.

The Engagement and International Relations intern will support Newcastle University's International Relations and Engagement teams with a range of duties to improve internal communications and help promote a consistent approach to internationalisation and engagement across the University. This could include Copywriting for the staff communication channels and support with staff events

## Main Duties and Responsibilities

1. To support the organisation of the Martin Luther King Freedom City 2017 Celebration Events (see <http://www.freedomcity2017.com/>).
2. To provide high quality support for activity/projects within the International Relations Team and Engagement team. Examples of activities/projects include:
  - a. Further developing portfolios of existing partnership relations
  - b. Researching partnership opportunities and new potential partners; and, assisting with the implementation of plans to engage with new partners.
  - c. Developing and maintaining targeted materials to address specific University and partner requirements directly.
  - d. Reviewing provision, market intelligence and statistics; and, producing reports and proposals for consideration by relevant groups and committees within the University.

- e. To work pro-actively with and prepare and deliver appropriate briefing material for University staff who carry out activities supporting the development of international partnerships.
- f. To contribute to other internationalisation and partnership projects and tasks as relevant and required.

Typical tasks undertaken in support of activities/projects include:

- a. dealing with follow-up enquiries
- b. telephone and e-mail interaction with key contacts
- c. dealing with application forms
- d. maintaining databases and producing reports
- e. undertaking detailed research
- f. making arrangements for occasional large events
- g. up-dating web templates/pdf documents
- h. support in the organisation of overseas visits
- i. dissemination of key information via internal communication channels
- j. Updating project management documentation
- k. Collating information for Freedom City 2017 stakeholders
- l. Act as a point of contact for enquiries
- m. Arrange relevant stakeholder meetings

- 3 To undertake general duties as agreed with supervisor to ensure the smooth functioning of the entire team.
- 4 To maintain appropriate records to ensure on-request retrieval at all times, archiving old information according to agreed principles.
- 5 To assist with overseas visit arrangements for International Relations staff, the Vice-Chancellor, Pro-Vice-Chancellor (Engagement and Internationalisation) and other members of Executive Board in their activities to further the University's global profile and reputation. To assist with arrangements for high-level visitors to the University on International business.

### **Individual Projects**

- To undertake research which provides background information on prospective partnership organisations.
- To assist in the planning and organisation of incoming visits by prospective partner organisations.
- To be responsible for customising and organising materials in support of international activity and partnership development.
- To contribute to the preparation of a partnerships database.

## JOB DESCRIPTION



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- To contribute to an Internal Communications Project, disseminating key information to all stakeholders.
  - To contribute to the organisation of a series of Martin Luther King Freedom City 2017 Celebration Events (see <http://www.freedomcity2017.com/>) celebration events
  - To provide Organisational Support to an International Credit Mobility projects with the Americas.

There will also be the opportunity to undertake Staff Development Training Sessions if deemed relevant and appropriate. The successful applicant will also be able to use the University's Language Resource Centre to access language support materials.

### Personal Outcome Dimensions of Work Placement

On completion of the work placement the individual should be able to demonstrate the following knowledge, skills and experience:

- Evidence of substantial relevant office experience, particularly with an international dimension
- Knowledge of international markets
- An understanding of the major issues relating to international student recruitment and higher education
- Be a team player, able to initiate, develop and maintain productive working relationships
- Have good oral and written communication skills
- Able to manage a diverse and complex workload
- Creative approach to problem solving
- High level of literacy and numeracy , particularly in a second language
- Good IT skills and competence in the use of Microsoft Office
- Ability to work to tight deadlines with a high level of accuracy
- Excellent organisational skills and the ability to prioritise workload
- Strong customer-focused approach
- Collaborative and flexible work style, with evidence of the ability to work effectively as part of a team.
- Flexible attitude to the constantly changing demands of an international work situation
- Good interpersonal skills with the ability to communicate a positive impression of the organisation.
- Experience of supporting events management processes
- Experience of using project management methodologies

### Dimensions

The post-holder will need **excellent written and oral communication skills**, be flexible, motivated and enthusiastic. Ability to write content for the web and use social would also be essential.

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They need to have the confidence to deal with a range of internal and external people, giving a professional impression of the Corporate Affairs Directorate and University at all times.

The post holder will be required to work independently and use their own initiative.

### **Planning and Organising**

Ability to work under pressure and in an organised fashion to meet deadlines. Must be able to meet key milestones and deliver to an agreed quality criteria.

Attention to detail is a key requirement with a particular emphasis on grammar and spelling.

### **Decision Making**

While the work programme will be set and guided by their Line Manager, the post holder will be a self-starter, responsible for taking on their own workload of tasks. This will require prioritisation in order to get the job done and to a quality standard.

### **Internal and External Relationships**

As part of a small team you will be required to play a role in many of the daily duties including dealing with phone calls and taking messages and managing email correspondence.

### **Other Relevant Information**

There may be some requirements to work after normal hours in the evenings to support events.

### **Person Specification**

#### **Knowledge (inc. qualifications)**

##### *Essential*

- Conducting research/analysis
- Understanding of the university environment
- Experience of delivering good customer services
- Administrative Experience
- Experience of managing events

##### *Desirable*

- Experience of Higher Education sector
- Experience of writing for the web and creating webpages using a content management system
- Experience of delivering a communications campaign/project

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## Skills (professional, technical, managerial, practical)

### *Essential*

- Excellent written and verbal communication skills
- Confident with good presentation skills
- Computer literate
- Writing for the web

### *Desirable*

- Graphic design
- Website design

## Experience and Achievements (paid or unpaid)

### *Essential*

- Dealing with a range of stakeholders from customers to the media
- Delivering a project/campaign that has made a measurable difference to the customer/target audience

### *Desirable*

- Understanding and evaluation of Key Performance Indicators
- Working in a media, PR or marketing environment

## Other

### *Essential*

- Web entry and editing

### *Desirable*

- Photography

## Behaviours (Success Factors)

*Working together*

*Understanding others: colleagues, students and other stakeholders*

*Taking responsibility*

*Delivering services: Professional approach to all tasks and ability to organise own workload and work flexibly*

*Looking to the Future*

*Gathering information: ability to gather and assimilate information from a range of internal and external sources*

*Inspiring others:*

*Communicating: uses clear, concise and accurate communication.*

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## General Duties and Responsibilities

3. To provide high quality support for activity/projects within the international divisions. Examples of possible activities/projects include:
  - a. Recruitment Agent Liaison
  - b. Publications
  - c. International meet-and greet services and orientation for international students
  - d. Liaison with Sponsors
  - e. Liaison with international partners
  - f. Event organisation
  - g. prepare and deliver appropriate briefing materials
  - h. Reviewing provision, market intelligence and statistics; and, producing reports and proposals
  - i. Researching partnership opportunities and new potential partners; and, assisting with the implementation of plans to engage with partners.

Typical tasks undertaken in support of activities/projects include:

- j. dealing with follow-up enquiries
  - k. telephone and e-mail interaction with key contacts
  - l. dealing with application forms
  - m. maintaining databases and producing reports
  - n. undertaking research
  - o. making arrangements for occasional large events
  - p. up-dating web templates/pdf documents
  - q. support in the organisation of overseas visits
  - r. dissemination of key information via internal communication channels
  - s. Collating information for Freedom City 2017 stakeholders
  - t. Act as a point of contact for enquiries
  - u. Arrange relevant stakeholder meetings
4. To undertake general duties as agreed with the Office Manager/Line Manager to ensure the smooth functioning of the entire office.
5. To assist with overseas visit arrangements for staff in the international divisions.
6. To assist with arrangements for visitors to the University on international business.
7. To undertake staff development training sessions deemed relevant and appropriate to the role.

Applications should be submitted to:

## JOB DESCRIPTION



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Thomas Snell  
International Relations  
Newcastle University  
King's Gate  
Newcastle upon Tyne  
NE1 7RU  
UK

Enquiries:

[thomas.snell@ncl.ac.uk](mailto:thomas.snell@ncl.ac.uk)

## Statements of Disclosure

Please state below any arrangements or adjustments we may need to make, should you be appointed, to ensure that you are not placed at a disadvantage because of a disability.

Do you have any unspent criminal convictions, within the meaning of the Rehabilitation of Offender Act 1974? If yes, please give details.

Under the Immigration, Asylum and Nationality Act 2006, the University has an obligation to ensure that all employees are eligible to work in the UK. Documentary evidence of eligibility to work in the UK will be requested for all candidates invited for interview. Please confirm whether or not you require permission from the Border Agency to work in the UK.

Name:

Signature: